



UNITED STATES TAX COURT
WASHINGTON, DC

POSITION VACANCY ANNOUNCEMENT

Position Title/Series:	Product Specialist - GS-0301-12/13
Announcement Number:	21-04
Position Type:	Full-Time Permanent
Positions:	One
Opening Date:	April 21, 2021
Closing Date:	Until Filled
Annual Salary Range:	Base salary range is \$66,829 -- \$103,309 A locality adjustment will be included once the duty station is determined. Starting salary also is dependent upon qualifications, experience, official duty station, and availability of funds.
Area of Consideration:	All Sources, All U.S. Citizens and Nationals May Apply (This is an Excepted Service, at-will position)
Location:	Washington, D.C. or Remote (must be in the United States), Office of the Clerk of the Court
Supervisory:	No

POSITION SUMMARY

As the DAWSON, Product Specialist at the U.S. Tax Court, you will lead the effort to deliver a positive customer experience for [DAWSON](#), an [open source](#) electronic filing and case management system, by responding to user support requests and feedback, researching user needs, setting and maintaining quality standards by QA testing, and developing product training materials. You will report to the Product Owner for DAWSON.

The DAWSON Team is currently comprised of the Project/Product Manager, Senior Software Developer (Tech Lead), DevOps Engineer, Product Owner, Product Specialist -- all Court employees -- as well as a vendor development team consisting of a Project/Delivery Manager, 11 full-stack engineers, and 2 UX Designers/Researchers.

DUTIES

- Leading the effort to ensure user needs are met by the application through applying quality assurance techniques including user acceptance testing
- Working with Court experts to respond to customer support requests to ensure both product-related and Court-related requests are answered
- Leveraging product expertise to investigate, triage, and resolve product bugs/issues/escalations
- Identifying trends in customer support requests and documenting them as bugs or areas for improvement to be prioritized with the Product Owner
- Proactively addressing customer support issues through effective maintenance of user-facing documentation, materials, and product training as appropriate
- Supporting a safe, inclusive workplace and a positive team culture where all team members value diversity and individual differences

Key Objectives

1. Ensure DAWSON, an actively developed product, continually meets user needs.

- Collaborate with the Product Owner to ensure that all new features have been tested for user acceptance criteria
- Regularly test the product to discover bugs and user pain points
- Develop an understanding of user needs through monitoring user requests and coordinating or performing end user research
- Identify places where automated quality assurance testing could be applied to better meet user needs
- Progressively update manual testing strategy as the product evolves

2. Respond to incoming customer support needs through email, phone, and other communication methods.

- Provide high quality, responsive application support for internal and external users, collaborating with other Court employees through ticket system (currently Zendesk)
- Translate between user requests and technical details to report bugs and feature requests (currently through GitHub Issues)
- Use your understanding of current customer pain points to identify areas for improvement and assist the Product Owner in prioritizing them
- Work with the DAWSON DevOps Engineer to fully document bugs

3. Maintain user-facing help documentation, materials, and product training.

- Write or update help documentation for DAWSON, as appropriate, to deliver a more positive customer experience
- Support internal Court users in using DAWSON effectively through leading product training sessions, as needed

REQUIREMENTS

Basic Requirements: Have experience demonstrating EACH of the five competencies listed below:

- **Attention to Detail** - This skill is generally demonstrated by assignments where the applicant keeps abreast of latest technology, information, research, etc., to maintain knowledge in field of expertise (for example, reads trade journals, participates in professional/technical associations, maintains credentials).
- **Customer Service** - This skill is generally demonstrated by assignments where the applicant promotes or develops and maintains good working relationships with key individuals or groups.
- **Oral Communication** - This skill is generally demonstrated by assignments where the applicant serves on panels, committees, or task forces as a representative for the organization on technical or professional issues.
- **Written Communication** - This skill is generally demonstrated by assignments where the applicant has produced a written work product (for example, writing or creating training materials, technical documentation).
- **Problem Solving** - This skill is generally demonstrated by assignments where the applicant monitors current trends or events (for example, technological, economic, political, social, educational, or employment trends or events) and applies the information as appropriate.

Specialized experience requirements: In addition to the Basic Requirements listed above, you must have one (1) year of specialized experience in EACH of the following:

- Experience collaborating and working with cross-functional teams.
- Experience supporting both technical and non-technical users of a technical product.
- Experience working with computer systems. This experience may include experimentation-based frameworks, iterative development methodologies, user-centered design, planning tools or continuous delivery methodologies.
- Experience performing user acceptance testing.

The full- performance level of this position is a GS-13. In order to become a GS-13, an employee must work at least 52 weeks at the next lower grade, must be performing their current position at a fully-successful level, and must show evidence of performing duties at the next higher grade level. Promotion consideration is subject to the supervisor's discretion.

Conditions of Employment

- Applicants must be United States citizens.
- All Court employees are required to adhere to the *Code of Conduct for US Tax Court Employees*.
- **Employees of the United States Tax Court are considered “at-will” employees, and, as such, may be terminated with or without cause.**
- Those who are required must abide by Selective Service registration requirements.
- **Selection of this position is contingent on a favorable suitability determination and security background check, to include credit check, Federal income tax check and criminal check. A candidate selected for this position must be current on his or her Federal income tax obligations before employment with the Tax Court, and must remain current at all times while employed by the Tax Court. Continued employment post appointment is subject to satisfactory completion of the background investigation**

and credit check, and favorable adjudication. A background reinvestigation or supplemental investigation may be required at a later time.

- All applicant information is subject to verification.
- The Federal Financial Reform Act requires direct deposit of federal wages for Court employees.

HOW APPLICANTS WILL BE EVALUATED

Ratings will be based on an evaluation of applicant's experience as related to the duties of this position and the qualification requirements listed above. **The resume/application package must provide detailed information showing the extent to which the qualification requirements are satisfied.**

If you fail to provide the information as required, your application will not be evaluated beyond the basic screening process. The examining Office of Human Resources (OHR) makes the final determination concerning whether you meet the minimum qualifications.

If you meet the minimum qualifications for this position, the Court will then evaluate your application package to assess the quality, depth, and complexity of your accomplishments, experience, and education as they relate to the requirements listed in this vacancy announcement.

Application of Preference Eligibles: Preference eligibles will be placed above non-preference eligibles within each rating category. Preference eligibles who meet the eligibility and qualification requirements and who have a compensable service-connected disability of at least 10 percent are listed in the highest quality category, except when the position being filled is scientific or professional at the GS-9 level or higher.

Special Appointment Authority Information: In accordance with the Veterans Employment Opportunities Act (VEOA) of 1998, veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous service may also apply.

You must provide documentation of veterans' preference or military service (e.g., SF-15, DD-214), if applicable.

REQUIRED DOCUMENTS

1. A resume that clearly demonstrates you have experience which meets the requirements of this position (do not include personally identifiable information such as social security number);
2. A supplemental written statement, not to exceed 4 pages, which provides a description of basic and specialized experience requirements; and
3. Most recent Notification of Personnel Action, SF-50 (for current and former Federal employees).

These application materials must be submitted electronically in PDF format to humanresources@ustaxcourt.gov.

NOTE: AN INCOMPLETE APPLICATION WILL NOT BE CONSIDERED.

The United States Tax Court is an equal opportunity employer.